CITY OF LOS ALTOS
POSITION CLASSIFICATION

<u>INFORMATION TECHNOLOGY (IT) ANALYST</u>

<u>Definition</u>: Under supervision of the IT Manager, this classification is responsible for programs and activities related to the City's technology and telecommunications operations and systems including operations, maintenance and support of the City's desktop computer systems and peripherals, and development and maintenance of the City's websites. The position assists with the administration of the City's servers and local and wide area networks.

<u>Distinguishing Characteristics</u>: The IT Analyst is a technical position designed to support the IT Manager in the overall responsibility of managing City computer projects including the operation and control of microcomputer hardware and software, telecommunications systems and networking.

<u>Examples of Duties</u>: Duties may include, but are not limited to, the following:

1. Performs desktop hardware, peripheral and software configuration installations.

2. Responsible for helping with the implementation of database systems and web-to-database applications as well as consulting projects with city departments.

3. Assists with technical LAN and WAN support activities.

4. Performs troubleshooting and diagnostic services to determine the cause of hardware and software problems and provide timely resolution of same.

5. Performs Internet and Intranet web design and maintenance duties.

6. Maintains proficiency with current commercial Web server environments and e-mail server management and configuration.

7. Maintains expertise in City standard hardware and software products.

8. Ensures that the resolution of customer service requests are achieved within previously approved performance measures and directed service levels.

9. Assists the IT Manager with hardware and software vendors for the proper acquisition, installation, operation and maintenance of City desktop resources.

10. Designs "desktop" procedures to automate tasks for non-programmers.

11. Participates on project teams to ensure successful implementation of new systems or upgrades to existing systems.

12. Assists with the management and maintenance of the City's servers, networks and electronic mail system.

13. Compiles and maintains server and network documentation and establishes appropriate procedures to ensure routine tasks are understood by others.

14. Performs other related duties as assigned.

Minimum Qualifications:

Knowledge of: data communications processes and network design; principles, practices, terminology, and trends in GIS usage as applied to government organizations; applications of and use of mini and micro computers, including the use of computers for writing and graphics; client/server environment; database and distribution systems; effective written and oral communications skills.

Ability to: perform desktop computer installations and peripheral configurations, installation of operating and application software, creation of accounts, and security; diagnose communications, hardware and software problems and take effective action to resolve problems in a timely manner; perform computer programming and systems analysis work of considerable difficulty; use mini and micro computers, including the use of computers for writing and graphics; understand emerging technology and its application to improve services; define the business requirement for departmental web-based projects, and implement these projects; make sound decisions in a manner consistent with the essential job functions; operate assigned equipment; maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include sitting for extended periods of time and operating assigned office equipment; communicate with others and to assimilate and understand information, in a manner consistent with the essential job functions; coordinate different requirements for multiple City departments establish and maintain effective working relationships with subordinates, peers, superiors, vendor representatives and customers.

.**Experience and Education Guidelines**:

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

1.   education equivalent to an AA degree from an accredited post-secondary institution in computer science, information systems or a closely related field.; and

2.   three years of progressively responsible experience in professional information technology services which has included responsibilities in more than one of the responsibility areas outlined above; and

3.   Possession of a valid State of California Class C driver's license.

Adopted: June 26, 2007